

Stellar Assist Active Listening Design Document

<i>Business Purpose</i>	For the past six months, Stellar Serve Assist has been receiving a below average rating (1.5-2 stars) regarding their customer service through an online customer service satisfaction survey. The purpose of the Active Listening Training is to empower customer service representatives with active listening techniques. This will enhance the customer experience, so the customer feels heard and understood by the representative and their issue can be quickly resolved. Post-course Stellar Service Assist will see the ratings on their customer service satisfaction survey increase to excellent (4.5 stars and above).
<i>Target Audience</i>	New and current customer service representatives
<i>Training Time</i>	30 minutes
<i>Training Recommendation</i>	<p>An eLearning course is recommended because customer service representatives work in various locations across the country. It would be challenging to schedule an in-person training course with all employees being in different time zones. An eLearning platform will also allow Stellar Serve Assist employees to revisit the information whenever necessary, serving as a resource for reference, promoting long term retention and application of active listening skills.</p> <p>New employees will complete this training during their onboarding week.</p>
<i>Deliverables</i>	<p>1 eLearning Course</p> <ul style="list-style-type: none"> ● Developed in Rise 360 ● Final evaluation
<i>Learning Objectives</i>	<p><i>By the end of the training, learners will be able to...</i></p> <ol style="list-style-type: none"> 1. Recall the definition of active listening 2. Recognize the seven benefits of active listening 3. Identify active listening techniques 4. Apply active listening techniques
<i>Training Outline</i>	<p>Introduction</p> <ul style="list-style-type: none"> ● Welcome learner to the training ● Welcome learner to the company <ul style="list-style-type: none"> ○ A message from the CEO ● Learning Objectives <p>What is Active Listening</p> <ul style="list-style-type: none"> ● Introduction to listening-Is Anyone Listening?

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	<ul style="list-style-type: none">● Definition of active listening<ul style="list-style-type: none">○ Interactive Storyline slide● Knowledge Check <p>Benefits of Active Listening</p> <ul style="list-style-type: none">● Introduction to benefits● 7 Benefits of active listening<ul style="list-style-type: none">○ Process Interaction● Knowledge Check<ul style="list-style-type: none">○ Sorting benefits and non-benefits <p>Active Listening Techniques</p> <ul style="list-style-type: none">● Introduction to listening techniques● Accordion interaction to learn the first 3 active listening techniques<ul style="list-style-type: none">○ Matching interaction to practice● Accordion interaction to learn the next 3 active listening techniques<ul style="list-style-type: none">○ Matching interaction to practice● Scenario to apply techniques<ul style="list-style-type: none">○ Scenario #1: Different characters will be introduced as customers with various issues. Customer service representatives will apply active listening techniques to help the customer. <p>Final Graded Quiz</p> <p>Summary</p> <ul style="list-style-type: none">● Marker interaction to review what learners have learned <p>Course Completion</p>
<i>Assessment Plan</i>	<ul style="list-style-type: none">● 2 Knowledge checks● 1 scenario● 5 Graded Questions: The questions will be based on the learning objectives.● Learner must receive an 80% or higher to pass.